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**MG Michael S. Tucker**

**Indianhead Column**

**September 10, 2010**



Warriors, make a difference in your community!

Warriors, we've seen a lot of changes take place in Area I over the last year. New faces, new Families, new facilities — all part of the transformation that is sweeping across the Korean Peninsula. Each of us has a role to play in shaping the future as we grow in this new environment. The choices we make, and opinions we voice, will set the conditions for Soldiers and their Families over the next few years. You know that I encourage an environment where others feel free to contribute openly and candidly in order to build teams and create situations that are poised to recognize and adapt to change. Now it is your turn to voice YOUR opinion on the changes you want in regard to the services offered here in Warrior Country.

Col. Hank Dodge and his team at U.S. Army Garrison-Area I, Col. Bill Huber at USAG-Area II, and Col. Joe Moore respectively at USAG-Area III, all pride themselves in providing first class services to each and every one of the members of our 2nd ID community. From Aug. 30 through Sept. 26, our community partners at the Installation Management Command are conducting a Customer Service Assessment of services provided by the U.S. Army Garrisons here on the peninsula. This assessment is a web-based, diagnostic tool that identifies garrison services most important to the accomplishment of not only the Division's mission, but the mission of taking care of our Soldiers and Family members as well. Your participation will help the Army and IMCOM track, understand, and gauge the true measure of how well services are provided on our installations – to include our Soldiers and Families. In order to accomplish this assessment, we need your help in completing the survey within the timeframe noted above.

The Customer Service Assessment is a critical step in validating the effectiveness of our installation services and will assist our IMCOM partners in identifying areas for improvement. I'm sure we would all agree that communication and continuous feedback is crucial to the changing and growing process!

All members of the Army Family are being asked to take the assessment. Using the [www.mymilitaryvoice.org](http://www.mymilitaryvoice.org) Web site, Soldiers, civilians, Families, retirees, and veterans will be directed to their particular assessment so they can provide our supporting USAGs with their perceptions, ideas, and feedback. The survey takes less than 15 minutes to complete, and I believe that is time well spent to have an impact on our quality of life here in Warrior Country. To make things even easier, you can find the link on our 2nd Infantry Division Web site or Facebook page.

For additional information or questions about the Customer Service Assessment, you can contact Abigail Haney, the Area I Customer Service Officer, at DSN 732-6788 or e-mail [usagrccms@korea.army.mil](mailto:usagrccms@korea.army.mil)

You've heard me talk a lot about the 'Winds of Change' during the summer transition season and how learning to embrace change can make us stronger and more resilient. One of the keys to ensuring that change results in a positive outcome is to be a part of it. So, take a few minutes to visit the Customer Service Assessment Web site and help our garrison partners to continue providing you and your Family with support that is "Second to None."